

Office of Governmental Accountability/Office of the Executive Administrator
Testimony before
General Assembly: Appropriations Committee
March 4, 2015

Good morning, Representative Walker, Senator Bye, Senator Kane, Representative Ziobron, and other distinguished members of the Appropriations Committee. For the record, I am Shelby Brown, Executive Administrator of the Office of Governmental Accountability. With me here today is Gloria Davis-Delancy, Chief Fiscal Officer. We would like to thank you for this opportunity to offer testimony on the Governor's Proposed Budget for the biennial. Also, I have provided you with a packet that contains a copy of the organizational chart for the Office of Governmental Accountability/Office of the Executive Administrator and responses to the eight Results Based Accountability questions you've posed.

Regarding the budget, we fully appreciate the challenging task before you to resolve the State's budget deficit. I would like to affirm that the reductions proposed to the Office of the Executive Administrator are fair and can be sustained. We are prepared to live within the limits proposed and we will continue to fulfill our responsibility of providing the best level of service possible to the units of government within our umbrella. Thank you and I would be happy to field any questions you may have.

Office of Governmental Accountability/Office of the Executive Administrator

Results Based Accountability Report March 4, 2015

Background Information

The Office of Governmental Accountability was created by an act of the Legislature in 2011; it consolidated nine “watchdog” agencies into one agency and created the Office of the Executive Administrator (OEA) to serve as the administrative arm of the agency. OEA provides the statutory services contained in its enacting legislation. This includes human resources, administrative, fiscal, and “associated” information technology services. The Statutes that created the Office of Governmental Accountability, themselves, did not ascribe specific authority to the Office of the Executive Administrator. This Office derives its authority primarily from the Statutes, regulations, and policies that govern all such services provided throughout the State. As a DAS Deputy Commissioner has written, “...all agencies and offices...are subject to the State Personnel Act.” As such, these divisions would be required to comply with existing laws, policies, and procedures relating to staffing requests and other personnel matters irrespective of the consolidation enacted under PA 11-48. The same is true of business office functions; units of OGA are subject to the State Accounting Manual, DAS, OSC, the oversight of the Auditors of Public Accounts and the same host of fiscal rules and regulations all state agencies are bound to uphold.

In the year since my administration began, we have accomplished a number of important things:

- We have clarified the issue of segregation of accountabilities between the Office of the Executive Administrator and the divisions. To be more specific, the decision making authority resides with each individual division, while implementation of the decision in accordance with applicable laws, rules, and regulations pertaining to the OEA’s statutory responsibility resides with the OEA;
- We have pursued proper staffing to achieve a workable current services level;
- We have focused on providing world-class customer service, being faithful strategic partners to our divisions, demonstrating technical expertise and extraordinary resourcefulness in problem solving;
- We have sought synergy from consolidation, cost-savings for shared resources and business processing efficiencies;
- We have also managed a challenging set of dynamics, while maintaining high productivity, availability, and creativity, equally serving all units of the agency; we have also capitalized on the harmony, gratitude, and professionalism of those who would have availed themselves of the services which the OEA provides to all divisions.

Results Based Accountability

1. *What is the quality of life result to which the program makes the most important contribution?*

All divisions of the Office of Governmental Accountability enjoy professional human resource administration, fiscal administration and associated information technology services.

2. *How does the program contribute to the result?*

The purpose of the efforts of the Office of the Executive Administrator is to achieve cost savings by not replicating business office functions across several small units of government and to achieve consistency in the application of the vast number of regulations, policies, laws (state and federal), collective bargaining agreements, and best practices in human resources, fiscal and information technology management.

3. *Who are the programs major customers?*

The customers served by the program are individual employees of the Office of Governmental Accountability, the divisions, and to some extent, the oversight agencies of State government.

4. *What measures do you use to tell if the program is delivering its services well? How are you doing on the most important of these measures?*

One of the key measures of the success of our service delivery is the body of "tests" we are subject to by oversight agencies. On a daily, weekly, monthly, annual and bi-annual basis, we are evaluated by the State Treasurer (money handling), the State Comptroller (payroll, benefits administration, retirement, accounts payable and purchasing), CHRO (Affirmative Action/EEO handling), and State Auditors. Over and over again, this Office demonstrates responsible and accurate policy and practice. We pass our tests. We also measure our program delivery by feedback from our participating customers; the vast majority of whom are extraordinarily pleased with the services we provide, and they are vocal about it.

5. *What measures do you use to tell if the program's customers are better off? How are you doing on the most important of those measures?*

The OEA is in the process of developing objective measures that will enable it to access how well it is in doing in the areas of human resources, payroll, fiscal, and the associated information technology services.

6. *Who are the partners with a major role to play in doing better?*

The divisions of the Office of Governmental Accountability (via their leaders) are key partners in our ability to do better.

7. *What works, what could work, to do better, or to do the least harm in a difficult fiscal climate?*

Consolidating similar functions (unrelated to the substantive independence of the divisions that comprise the OGA) works. Continuing to maintain and enforce the established segregation of accountabilities will enable the OEA to do better while not impeding the independence of the divisions.

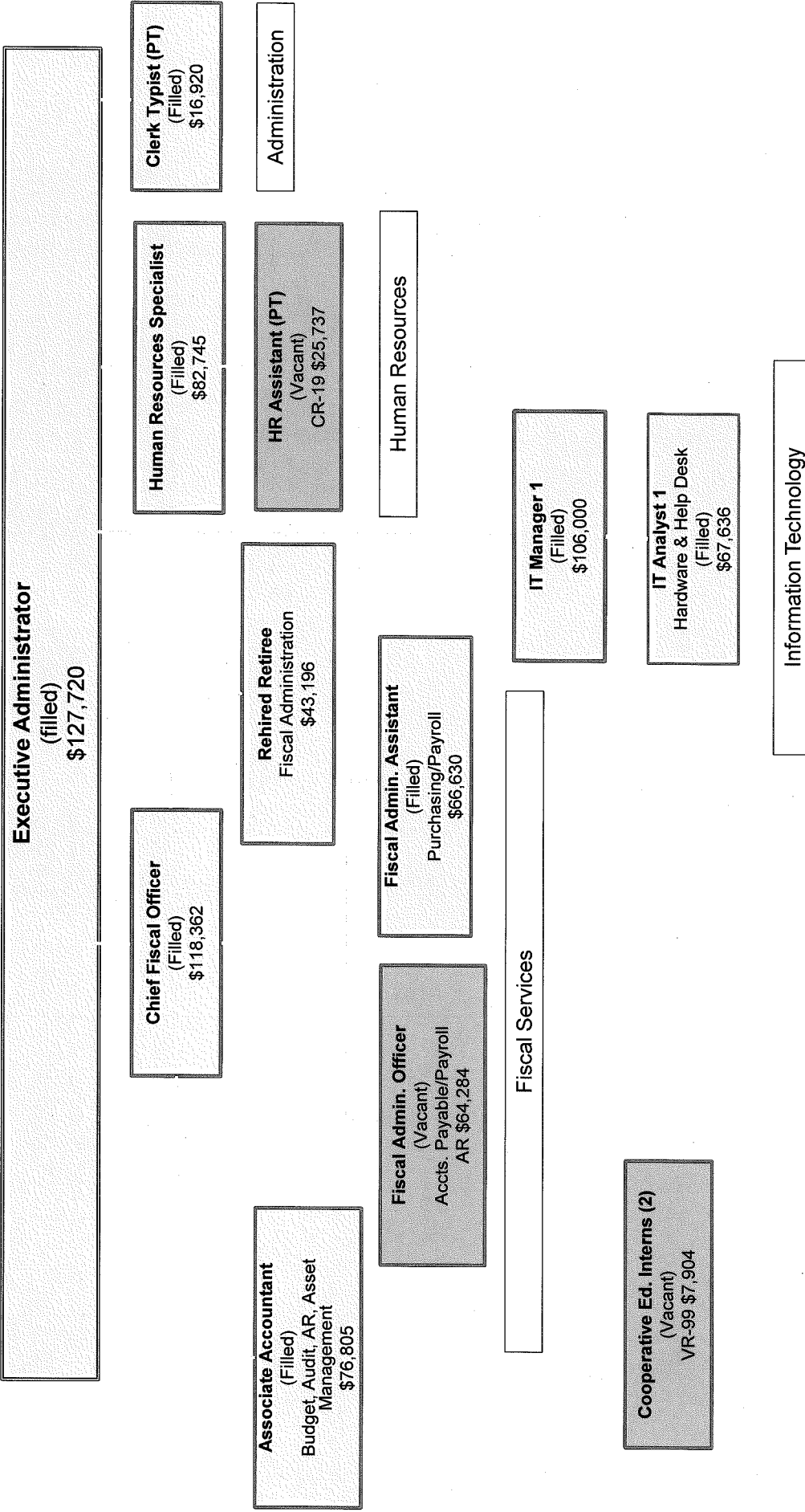
8. *What specific actions do you propose to take over the next two years? Focus on 1) no-cost and low-cost actions; 2) actions to reduce the harm of budget reductions; and 3) reallocation of existing resources to obtain best results.*

Over the next two years, the OEA will continue to work under the organizational structure created by PA 11-48. As such, the OEA intends to do the following:

- Encourage and make recommendations to the divisions, wherever possible, to engage in cooperative purchasing, that will allow each division to experience costs savings afforded through volume purchasing.
- Encourage each division to develop practices which will allow for the prompt settlement of payment obligations so the state can reap the savings associated with "prompt payment" that is inherent in most state contracts.
- Encourage the divisions of the OGA to collaborate with OEA to engage the Office of Labor Relations early on in order to avoid exposing the state to fiscal liabilities from incorrect interpretation of collective bargaining contracts.
- Encourage and coordinate the use of staff resources within the OGA before more costly options are considered.

The OEA believes that the actions identified above, if agreed upon by the affected divisions, will help reduce the harm of budget reductions, and voluntarily reallocate existing resources in order to obtain the best results.

OGA/OEA Staffing 3/4/2015



Office of Governmental Accountability/Office of the Executive Administrator

Job Responsibilities

Executive Administrator – Responsible for the overall operation of the agency regarding human resources, fiscal, administration, and information technology. Agency head, responsible for ensuring compliance with Statutes and regulations. Serves as legislative liaison and engages in strategic planning, budgeting and supervising key administrators.

Chief Fiscal Officer – Responsible for fiscal operations, including, provides guidance and direction on budgeting, audit, accounts receivable, accounts payable, asset management, payroll, and purchasing/procurement. Supervises and trains all fiscal staff and serves as assistant to the executive administrator.

Human Resources Specialist – Responsible for human resource administration, labor relations, Affirmative Action/EEO, FMLA, Workplace Violence Prevention, Workers' Compensation, and Benefits. Will supervise and train part-time human resource assistant.

IT Manager I – Responsible for information management operations, including hardware, software, IT procurement, networking, telecommunications, website, and mobile technology. Supervises and trains IT staff.

Associate Accountant – Responsible for budget, audit, accounts receivable, and asset management.

Fiscal Administrative Officer – Responsible for accounts payable and payroll.

Fiscal Administrative Assistant – Responsible for purchasing and payroll.

Rehired Retiree / Fiscal Administration – Responsible for assisting the Chief Fiscal Officer in training fiscal staff/transferring knowledge to permanent employees, back-filling fiscal vacancies, and supporting the timely completion of critical projects (e.g. audit, asset management, and procurement). [Temporary resource]

Information Technology Analyst I – Responsible for PC hardware and help desk.

Human Resources Assistant – Responsible for collaborating with fiscal staff to process payroll and benefits, recording transactions in CORE-CT, reviewing job applications and , record keeping and file maintenance, assist Human Resources Specialist in delivering training and gathering and organizing information for mandated reporting.

Clerk Typist (PT) – Responsible for answering phones, filing, copying, posting information on bulletin boards, distributing information to staff, compiling information for reports, and assisting with agency-wide initiatives.

Cooperative Education Interns – Will be responsible for assisting the IT Manager in projects related to preparing for the agency-wide technology improvement initiative. [Temporary resource]
